

EAPA

MELBOURNE SUMMIT

Pre-conference Workshops: **30 November 2015**
 Main Conference: **1 - 2 December 2015**
 Venue: **The Royce Hotel, Melbourne**



THIS YEAR'S EXPERT SPEAKERS:



Carol Pedersen
 Executive Assistant to Dan Paul, CEO
PSMA Australia



Kaye Hodge
 Executive Assistant, Centre for Learning and Research in Higher Education
University of Auckland



Mario Halouvas
 National Training Manager
Priority Management



Anthony Bonnici
 Director
Brain Blinkers



Daniella Herrera Toro
 Founder and Managing Director
Admin All Rounder



Lisa Bailey
 Executive Assistant to Carmel Mulhern, Group General Counsel, **Telstra Corporation Limited**



Russell Pickering
 Director
Speakeasy



Peta Sigley
 Principal
Resilience Institute



Derek Stockley
 Director
Achieve ABC



Wendy Jocum
 Director
Wendy Jocum Training and Coaching



Stacey Copas
 Director
Resilience for Results



Jeff Petrie
 Assistant to the CEO
Health Hawkes Bay



Councillor Mathew Dickerson
 Mayor of the City of **Dubbo**



Penny Victorsen
 Business and Communications Manager
North Projects Pty Ltd



Judy Scott
 Director
Judy Scott and Associates



Vicki Bryce
 Office Manager, Office of the Managing Director
Melbourne Water

Further your career development opportunities by attending these workshops:

- A** Leading with Confidence and Presence
- B** Working Smart in Meetings
- C** Resilience in the Workplace: Achieving Sustainable High Performance
- D** Unleash the power of Outlook to be more productive!

“It was very beneficial. I definitely got a lot out of it, on a personal and professional level.”

Belinda Sprules, Executive Assistant, **AGL**

Partner Organisations:



Organised by:



Researched and Developed by:



WELCOME TO EA/PA MELBOURNE 2015



Dear Colleague,

I am pleased to make available the program for our **2nd Annual EA/PA Melbourne Summit 2015**.

This year's summit features more than 11 Australian and New Zealand speakers that have been brought together to ensure that you receive the professional development training required to succeed in your role.

What's new in 2015?

- 11 speakers new to EA/PA Melbourne
- New program formats to increase interaction with the speakers and your fellow attendees

New learning areas include:

- How to Be Resilient and Find the Opportunities in Change and Adversity
- Negotiation Skills and Assertive Behaviour
- EA/PA Excellence: Are you Giving your Career the Very Best Attention?
- Leadership and Confidence
- The 10 Steps: How to Design and Deliver a Great Business Presentation

And much more!

Champagne Roundtable Discussion EA/PA Networking Reception



Exchange your experiences at a round table discussion group and develop new ideas over a glass of bubbly!

Each roundtable will be led by one of your conference speakers who will facilitate the discussion. Learning's and takeaways will then be shared with the group. You will have the opportunity to participate in three roundtable discussions on topic areas relevant to the challenges you face on a day-to-day-basis.

Following the roundtable discussions at the end of day one, all delegates will be able to continue the conversation and get to know their fellow delegates over drinks and canapés at the summit reception.

This year's summit is an excellent opportunity to discover the strategies to overcome the challenges you face in your role, and most importantly, develop a ready made network of your peers to continue the discussion with throughout your career.

Don't miss out on the early bird offer, book by **28 August** and **save up to \$600!**

I hope to meet you in Melbourne this December.

Doug Power
Director
EA/PA Series of Events



What did our delegates have to say about their experience at last years summit?

“I was very impressed with the content and the calibre of the speakers.”

Kathy Shanaghan, Executive Assistant to CEO, Hawke's Bay District Health Board

“Great, very enjoyable fantastic learning experience.”

Sandra D'Andrea, Executive Assistant, Dept of Health

“It is great that so much value is put on us as individuals and the jobs we do, the whole conference was motivating and inspiring and incredibly helpful.”

Erin McLean, Executive Assistant, DFAT

“It was invigorating and refreshing to be exposed to a great bunch of speakers who reminded me of things that I had forgotten, hear new ideas and be challenged in the way that I do things.”

Theresa Perry, Executive Assistant/ Projects and Operations Administrator, BOC Ltd

PRE- CONFERENCE INTERACTIVE WORKSHOPS

MONDAY, 30 NOVEMBER 2015



A

08:00-11:00

Leading with Confidence and Presence

Building your leadership skills is about developing and discovering yourself, before you lead others. Strong leadership skills determine the success of organisations, encompassing not only technical skills, but more importantly, people skills. As an EA/PA, you play a critical role in managing yourself and influencing others.

Research shows a direct correlation between a leader's emotional intelligence levels (managing self and others), and employee engagement levels, improved customer service, and ultimate impact on the organisation's results and profits.

Leadership skills are key to getting the best out of all the stakeholders you work with, enhancing both yours and their satisfaction, and workplace results.

This workshop will enhance your leadership competencies and self confidence.

- Overview of emotional intelligence
- Characteristics of an effective leader
- Leadership and management
- Positive influencing
- Leadership styles
- Collaborative problem solving and conflict resolution
- Motivating and engaging yourself and others
- Aligning individual, team and organisational goals

Facilitated by:

Wendy Jocum

Director

Wendy Jocum Training and Coaching

Wendy Jocum is an accredited, experienced coach and facilitator. Her expertise lie in all areas of people development – human resources, training, learning and development, organisational psychology, facilitation and coaching.

She is passionate about developing others, and lifelong learning. She has been working in the training and coaching field since 1989, in both South Africa and Australia.

Her work with individuals, leaders at all levels, teams and organisations, has enabled people to achieve their full potential, both personally and professionally.

B

11:15-14:00

Working Smart in Meetings

Are your meetings on time, on track, and on purpose?

If you answered “No” to the above question, then this workshop is for you.

This workshop will not only show you how to plan and organise a successful meeting, but also understand the role of the ‘minute taker’ and techniques to keep your meetings on track.

Immediate benefits are: a ‘business planning’ approach to meetings, increased meeting effectiveness, saving time, improved meeting outcomes.

This workshop will give you the following takeaways:

- Apply a proven planning process to meetings
- Design an effective agenda to increase accountability
- Capture effective minutes and understand the role of the ‘minute taker’
- Understand the different roles within meetings
- Know how to support your Executive to keep meetings on track
- Avoid the common pitfalls that create ‘meeting maddeners’

Facilitated by:

Mario Halouvas

National Training and Development Manager

Priority Management

National Training and Development Manager for Priority Management Australia, and is known for his high energy levels of training and intuitive insight which enables him to coach participants and take them to levels they didn't perceive as being achievable.

Mario specialises in Productivity Enhancement, Time Management, Leadership, Meeting Management and Team Building, which are all underpinned by a Communications Degree and a Certificate IV in Workplace Training and Assessment.

Mario's passion in training is seeing people have those “lightbulb” moments and understanding what makes them tick.



PRE- CONFERENCE INTERACTIVE WORKSHOPS

MONDAY, 30 NOVEMBER 2015

C

14:15-17:15

Resilience in the Workplace: Achieving Sustainable High Performance

Thriving means creatively adapting to a fast-changing world. Resilience is commonly misunderstood as being about coping – bouncing back to zero and staying there. As The Resilience Institute sees it, resilience is much more than that. It is the science of the inter-connected disciplines of:

- Creativity – developing talents and opportunity
- Courage – being enthused by challenge and change
- Connection – respect and care for others and nature
- Bounce – toughness and recovery skills in adversity.

The workshop presents an interactive learning opportunity that introduces participants to the fundamentals of Resilience and explores key areas for sustainable high performance. This workshop is designed to sense and inspire individuals to build and develop sustainable high performance through resilience, with practical exercises and action planning to allow individuals to focus on their own leadership brand.

Stress Mastery

- Maintaining calm, alertness and engagement
- Understanding and managing our basic physiology to support a steady and focused mind

Physical Vitality

- Building energy, strength and endurance
- Starting with self-awareness building to establish an integral daily practice to build well-being

Performance Mindset

- Aligning your mind and emotions for performance
- Understanding how emotions impact performance for self and others

Spirit in Action

- Leadership competencies and strategies
- Insight into our capacity to communicate, influence and lead

Facilitated by:

Peta Sigley

Principal

The Resilience Institute

Peta Sigley has an extensive business management background including Human Resources, having worked in large corporations (banking, finance and transport) as well as not-for-profit and philanthropic organisations. Her academic credentials include Economics, Counselling and Psychology. Peta's client focus builds on her corporate experience and includes the transport sector, accounting, banking & finance, education and not-for-profit organisations. Her first hand understanding of the pressures faced by individuals, teams and organisations enables clients to feel fully engaged and understood. Over the last decade Peta has put her resilience to the test supporting her partner with a chronic illness whilst maintaining her career and family cohesion. Peta's facilitation style is open and empathy based. Client's have consistently rated Peta's knowledge and presenter style as outstanding, appreciating her candour and personal experience as invaluable to the topic of resilience.

D

17:30-20:15

Unleash the power of Outlook to be more productive!

Workshop Overview:

- Do you find you are too busy to get everything done in one day?
- Do priorities constantly shift?
- Is your Inbox leading a life of its own?
- Do you need to increase productivity?
- Do you want to know some EA/PA specific tips in Outlook to help you save time?

If you have answered 'Yes' to at least one of these, you will get great value in coming along to our impactful information seminar to find out how you can get on top of things and use your Outlook more effectively to help you manage your workload and increase your productivity.

After completing this workshop, you will be able to refine the ways you:

- Manage your workload effectively to be more productive
- Sharpen your Outlook skill set to gain increased productivity and enhance your on-the-job performance
- Use Rules/Quicksteps to save time in Outlook – get rid of all those unwanted meeting 'acceptances'
- Manage your work effectively through an electronic task list
- Focus on the important whilst managing distractions better
- Manage your inbox and your bosses inbox effectively
- Use categories as a communication tool and to define your work
- Commit to action

Facilitated by:

Mario Halouvas

National Training and Development Manager

Priority Management



DAY ONE

TUESDAY, 1 DECEMBER 2015



08:00 Registration and Morning Coffee

08:30 Opening Remarks from the Chair

Carol Pedersen
Executive Assistant to **Dan Paull**, CEO
PSMA Australia

08:40 How To Be Resilient and Find The Opportunities In Change and Adversity

Things go wrong. It is just a matter of when, not if. How you respond to change and adversity determines your level of success. In this session Stacey shares her story of succeeding from adversity filled with quick and easy strategies you can apply to be your best in all areas of life, no matter what goes wrong along the way.

Objectives of the session:

- Challenge delegates to put things into perspective
- Show how a positive approach to adversity and change can be a competitive advantage
- Provide practical strategies that demonstrate that they hold the key to the way they respond to change and adversity
- Provide tips for feeling focused and empowered even when they are well outside of their comfort zones
- Inspire the delegates to think bigger

Stacey Copas
Director
Resilience for Results

09:20 Life Goals - Setting your Sights on Mayfair.

Jeff shares his colorful career progression and the strategy that changed the direction of his life.

- Pass go and collect \$200 - What's been important to me?
- Chance - Don't be afraid of the unknown.
- Community Chest - Dealing with the ups and downs.
- Just visiting - What does career progression look like today?
- Buying hotels - Adding value to your role as an EA/PA.

Jeff Petrie
Assistant to the CEO
Health Hawkes Bay

10:00 Negotiating for Business Success

Negotiating is a part of life. You need to be able to navigate through many different situations and circumstances. In this highly interactive session, Derek Stockley will focus on the situations where you can use negotiation skills to your advantage.

The session will cover:

- Identifying opportunities to negotiate on behalf of yourself and others
- The steps involved and the techniques that help
- The pitfalls and tactics in negotiating which should be avoided
- Finding solutions and outcomes that are good for everyone
- Using negotiation skills in everyday situations

Derek Stockley
Director
Achieve ABC



10:40 Speed Networking and Morning Coffee

An effective structured interactive session designed to help you expand your network through one-on-one focused conversations.

11:20 Are You Giving your Career the Very Best Attention? Strategies for EA/PA Excellence

Let us unbundle and explore what it takes to perform

at the very top of your game. Are you truly thinking about how effective you can be in your EA/PA role?

Topics include:

- Relationship Building - Your boss and your colleagues
- Team work - What's that really all about?
- Performing to the very best of our ability - EA/PA Competencies/Skills
- Goal Setting - Both short and long term
- Are you making sure you set your own course and destiny?
- Where do you see your career in 2-5 years' time?

Kaye Hodge

Executive Assistant Centre for Learning and Research in Higher Education
University of Auckland

12:00 Change Management

Ongoing change is essential for organisations to remain competitive and survive. Our ability to deal with constant change is a large determinant of our resilience and success at work, and in life. All organisational changes, are ultimately a people issue. Embracing change, and involving others in the change process is a critical skill in our current workplaces.

"If you don't like something, change it. If you can't change it, change your attitude"

This session will explore:

- Factors driving change initiatives
- Individual responses to change
- Change management strategies to deal with, and lead effective change
- Maintaining resilience and positivity during times of change

Wendy Jocum

Director, **Wendy Jocum Training and Coaching**

12:50 Lunch and Networking Break

13:50 Conflict is Inevitable; Combat is Optional

The business world is full of diverse people with different needs, styles, backgrounds and agendas. So it is little wonder that what seems like a benign office environment one day can erupt into unexpected tensions and conflict the next. In fact the ingredients were already there - or perhaps it just took the addition of one more factor to be the tipping point that completely disrupts the office harmony. This session will help you notice the early warning signs, understand your own personal conflict style and manage conflict early before it becomes long term and destructive.

- Learn to identify the early warning signs of conflict
- Develop an understanding of different conflict styles and the implications of your conflict style
- Learn about emotional triggers that are part of our fundamental social needs, and what happens when these needs are threatened
- Explore approaches to managing conflict in the early stages before it escalates to an intractable battle

Judy Scott

Director, **Judy Scott and Associates**

14:40 Working with Multiple Managers:

- Discovering your managers style
- Identifying what support style you have & how to compliment your managers
- Audience interaction "What are your current challenges?"
- Video Case Studies with experienced EA's and their story's
- 6 take away tips to gain momentum and be a super star at supporting your Managers

Daniela Herrera Torro

Founder and Managing Director, **Adminalrounder**

DAY ONE

TUESDAY, 1 DECEMBER 2015

15:40 Afternoon Coffee and Networking Break

16:10 Champagne Roundtable Discussion

Exchange your experiences at a round table discussion group and develop new ideas over a glass of bubbly!

Each roundtable will be led by one of your conference speakers who will facilitate the discussion. Each roundtable lasts for 15 minutes so you will have the opportunity to participate in three separate discussion areas.

Confirmed discussion areas:

The EA/Boss Relationship

Facilitator:

Carol Pedersen, EA to the CEO
PSMA Australia

Brand Management in the work place

Facilitator:

Vicki Bryce
Office Manager, Office of the Managing Director at
Melbourne Water

Effective Minute Taking in Meetings

Facilitated by:

Mario Halouvas
National Training and Development Manager
Priority Management

The Challenges Faced by EA's and PA's in their Constant Changing Roles

Facilitated by:

Kaye Hodge, EA
University of Auckland

17:10 Are you Efficient or Effective

You often hear these terms being thrown around, but what do they really mean? Are efficient people more productive because they get more work done? Or should you be more focused on being effective?

While efficiency refers to how well something is done, effectiveness refers to how useful something is.

In the forever busy role of an assistant, Mario gives you some very practical tips on how to achieve a balance of both, to be more productive.

- Learn the difference between efficient and effective
- Identify strategies that will enable you to get your work done and be more productive
- Plot your work on a matrix to allow you to better prioritise
- Implement an effective decision making process
- Define questions and strategies to allow for greater efficiency

Mario Halouvas

National Training and Development Manager
Priority Management

18:10 Drinks Reception and Networking



DAY TWO

WEDNESDAY, 2 DECEMBER 2015



08:00 Morning Coffee and Networking

08:30 The Ten Steps: How to Design and Deliver a Great Business Presentation.

In this fun and interactive session you will learn:

- How to create presentations that have a clear objective and are audience-centric
- How to structure your information for maximum impact.
- How to use elements of story-telling to add dynamism to your material
- How to create visual aids that reinforce your message rather than repeat it
- Tips on delivering your presentations with authenticity and flair

Russell Pickering

Director

Speakeasy

09:50 Let's Talk About Ego

In an environment where there are not enough hours in the day and many relationships and dynamics to navigate, understanding ego can be a game-changer. Hear relevant examples and situations where the ego of others or the ego of oneself has hindered effective ways of operating and communication.

- What is ego and what is its relevance in an administrative environment
- Getting to know and understand your own ego
- Identify the difference between being a gatekeeper and a business partner
- Hear relevant examples of how focusing on ego and reactions rather than the reality of situations that can derail you in the office

Lisa Bailey

Executive Assistant to Carmel Mulhern, Group General Counsel

Telstra Corporation Limited

10:30 Morning Coffee and Networking

11:00 Does Resilience have a Gender?

- Definition and discussion of the integrated nature of resilience
- Analysis of gender differences for resilience
- The contribution of female leadership
- The impact on high sustainable performance

Peta Sigley

Principal

The Resilience Institute

11:50 Influencing Broadly through Body Language

Research continually proves that those who are more in tune with their own body language =- and the body language of people around them - are more successful in their quest to influence broadly and communicate effectively.

In this session Anthony will delve into the practical side of body language and explore hands on tips, techniques & tools to help you improve your influence and communication effectiveness through being conscious of what your body is saying.

Learning areas:

- Why bother with body language?
- Breaking it down (from head to toe)
- Can you spot a liar?
- The hierarchy of status; the 8 positions of power (or lack thereof)
- Practice makes perfect- bringing it all together

Anthony Bonnici

Director

Brain Blinkers

12:30 Lunch and Networking Break

13:30 The Productivity Debate

In this live productivity debate, both speakers will present around a particular approach to achieving productivity and efficiency within the workplace. The debate will open up to questions from the floor with the experience finishing the session by voting for who has delivered the most compelling argument.

Mario Halouvas

National Training and Development Manager

Priority Management

Daniela Herrera Torro

Founder and Managing Director

Adminallrounder

14:20 Administration - Breaking the Boundaries

Gone are the days of the traditional secretary. Today, not only are administrative staff professionals in their own right, but they can utilize these skills to drive their careers into new and exciting territories. This session aims to expand your ambitions and inspire you to think beyond the stereotypes of the traditional EA/PA.

- Why administration? A career choice, not a safety net.
- Being the 'go to' person - maximising opportunities within your organisation.
- The value of a Mentor.
- Career progression - when to take the next strategic step in your career.
- Your career objective.
- How do you know you've "made it"? When do you know you've "made it"? Do we ever really "make it"?

Penny Victorson

Business and Communications Manager,

North Projects Pty Ltd

15:00 Afternoon Coffee and Networking Break

15:30 Optimising the EA/Boss Relationship

- What do I expect from a high performing EA?
- The Boss/EA relationship
- Productivity and problem solving skills
- Technology and the modern EA

Clr Mathew Dickerson

Lord Mayor of

Dubbo

16:10 Ask the Boss - Interactive Panel Session

It is often said that the relationship between an EA and his/her boss is like a marriage. You spend long hours together and it essential that the chemistry is right between you to ensure the successful completion of a common goal.

In this interactive panel session you will have the opportunity to grill a panel of bosses on those key areas that she or he feels are essential for the EA/Boss relationship to thrive in a fast paced office environment.

Panel Members:

Shaun Hughes

Finance Director of Operations, Telstra

Clr Mathew Dickerson

Lord Mayor of Dubbo

16:50 Close of Conference

EAPA

MELBOURNE SUMMIT



PRE-CONFERENCE WORKSHOPS: 30 NOVEMBER | MAIN CONFERENCE: 1 - 2 DECEMBER

QUICK and EASY WAYS to REGISTER

TELEPHONE +61 2 9229 1000

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EMAIL registration@iqpc.com.au

WEBSITE www.eapa.com.au/melb

MAIL IQPC, Level 6, 25 Bligh Street, SYDNEY NSW 2000

Register Early & Save!

11832.017/IBF

STANDARD PACKAGES	SAVE \$600 EXTRA EARLY BIRD *Register & pay before 28 th August 2015	SAVE \$300 EARLY BIRD *Register & pay before 2 nd October 2015	STANDARD PRICE
Conference + 4 Workshops	SAVE \$600 \$3024 + GST = \$3326.40	SAVE \$300 \$3324 + GST = \$3656.40	\$3624 + GST = \$3590.40
Conference + 3 Workshops	SAVE \$600 \$2674 + GST = \$2941.40	SAVE \$300 \$2974 + GST = \$3271.40	\$3274 + GST = \$3601.40
Conference + 2 Workshops	SAVE \$600 \$2274 + GST = \$2501.40	SAVE \$300 \$2574 + GST = \$2831.40	\$2874 + GST = \$3161.40
Conference + 1 Workshop	SAVE \$600 \$1849 + GST = \$2033.90	SAVE \$300 \$2149 + GST = \$2363.90	\$2449 + GST = \$2693.90
Conference Only	SAVE \$600 \$1399 + GST = \$1538.90	SAVE \$300 \$1699 + GST = \$1868.90	\$1999 + GST = \$2198.90

REGISTER ME for EAPA Melbourne Summit PLUS:

Workshops: A B C D

- * Payment not made at the time of registration will be subject to a \$99 service charge.
- * All 'Early Bird' discounts require payment at time of registration and before the cut-off date in order to receive any discount.
- * Discounts do not apply to vendors/solution providers. IQPC reserves the right to determine who is a vendor.
- * Any discounts offered (including early bird and team discounts) are subject to availability and require payment at the time of registration.
- * All discount offers cannot be combined with any other offer.

- Please send me _____ set(s) of AUDIO COMPACT DISCS and PRESENTATIONS CD at \$878.90 (\$799 plus GST) or \$603.90 (\$549 plus GST) Presentations CD only
- Please keep me informed via email about this and other related events

2 WAYS TO SAVE!

Book early for HUGE EARLY BIRD savings.

Book as a TEAM, save & benefit as a team.

TEAM DISCOUNTS

IQPC recognises the value of learning in teams. Take advantage of one of these special rates:

- Register a team of 2 to the conference at the same time from the same company and receive a 5% discount
- Register a team of 3 to the conference at the same time from the same company and receive a 10% discount
- Register a team of 4 or more to the conference at the same time from the same company and receive a 15% discount
- Register a team of 6 or more to the conference at the same time from the same company and receive a 20% discount
- Register a team of 10 or more to the conference at the same time from the same company and receive a 25% discount
- Ask about multi-event discounts. Call +61 2 9229 1000 for more details

Please note: Only one discount applies

WHERE & WHEN?

WHERE

The Royce Hotel
379 St Kilda Rd,
Melbourne VIC 3004,
Australia

T: +61 3 9677 9900
W: www.roycehotels.com.au

WHEN?

30 November -
2 December 2015

ACCOMMODATION

The Royce Hotel is the official venue for EAPA Melbourne 2015, and we have negotiated special rates for attendees of this event.

To take advantage of these rates, contact the hotel and quote: IQPC or go to www.eapa.com.au/melbourne and click on the Venue and Accommodation page for a direct link to rates

BOARDROOM TEAM PACKAGE*



- Convert team learning into practical business strategy
- An exclusive private meeting & networking space
- VIP registration, conference seating and networking support.

To qualify:

Register a team of 7 or more delegates to the conference at the standard conference rate**

You receive:

- Exclusive full-day use of a private room within the conference venue
- Networking support & facilitated introductions from the IQPC team throughout the event
- Morning and afternoon refreshments catered
- VIP registration & conference room seating

Availability - 2 only per event

*(Not available for service providers) ** (No discounts can be applied)

NOTE: PAYMENT IS DUE WITHIN 7 DAYS FROM REGISTRATION TO SECURE YOUR PLACE. Registrations received without payment or a Government PO will incur a processing fee of \$99+GST = \$108.90 per registration. Payment prior to the conference is mandatory for attendance. Payment includes lunches, refreshments, a copy of conference presentations via FTP website or workbook and all meeting materials. If payment has not been received two weeks before the conference, a credit card hold will be taken and processed. This card will be refunded once alternate payment has been received.

PRIVACY - YOUR CHOICE

Any information provided by you in registering for this conference is being collected by IQPC and will be held in the strictest confidence. It will be added to our database and will be used primarily to provide you with further information about IQPC events and services. By supplying your email address and mobile telephone number you are agreeing to IQPC contacting you by these means to provide you further information about IQPC products and services. From time to time IQPC may share information from our database with other professional organisations (including our event sponsors) to promote similar products and services. Please tick the box below if you do NOT want us to pass on your details. To amend your current details, advise of duplicates or to opt out of further mailings, please contact our Database Integrity Maintenance Department, Level 6, 25 Bligh Street, SYDNEY NSW 2000. Alternatively, email database@iqpc.com.au, call 02 9229 1028 or fax 02 9223 2622.

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